

# **IHH Peer\Family Support Survey Overview**

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# Logistics

- Mute your line
- Do not put us on hold
- We expect attendance and engagement
- Type questions in the chat as you think of them and we will address them at the end.

# This Training is a Collaborative Effort Between the Managed Care Organizations and Iowa Medicaid Enterprise

## Iowa Medicaid Enterprise

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# AGENDA

1. Introductions
2. Peer Support Survey Results.....Todd Lange Amerigroup
3. Questions .....All
4. Open Discussion.....All

*(Open discussion on current issues or barriers, potentially leading to future monthly topics)*

*Coming up:*

- *February 15, 2021 Reducing Suicide U of I and Prairie Ridge*
- *March 15, 2021 Pediatric System of Care Laura Larkin and Orchard Place.*
- *April No Webinar but FTF if we are able.*
- *May 17, 2021 Transitions in Care (inpatient hospitalization, PMIC, skilled nursing, re-entry / jail to community) Iowa Total Care*

# Overview

- Background
- Results
- Follow up

## Polling Question #1

Prior to working at an IHH, did you have an experience working with Peer\Family Support?

## Purpose

- Learn about how Peer and Family Support is used in IHHs
- Identify opportunities including employment around the Peer\Family Support role
- Identify educational possibilities

# 3 Versions of the Survey

- Family\Peer Support Specialists
- IHH Directors
- Co-workers



# Participation

- Total Participants (235)
- Family\Peer Support Specialists (52)
  - Family Support Specialist (27)
  - Peer Support Specialists (25)
- IHH Directors (36)
  - Adult IHH Directors (25)
  - Pediatric IHH Directors (11)

# Participation (cont.)

- Co-workers (147)
  - Care Coordinator (Adult) (79)
  - Care Coordinator (Adult) & Supervisor (1)
  - Care Coordinator (Adult), Care Coordinator (Pediatric) (11)
  - Care Coordinator (Adult), Care Coordinator (Pediatric) & Team Lead (1)
  - Care Coordinator (Adult), Care Coordinator (Pediatric), Nurse (Adult), Nurse (Pediatric) (2)
  - Care Coordinator (Adult), Nurse (Adult) (1)
  - Care Coordinator (Pediatric) (31)
  - Care Coordinator (Pediatric) & Child Mental Health Waiver case management (1)
  - Nurse (Adult) (6)
  - Nurse (Adult), Nurse (Pediatric) (7)
  - Nurse (Pediatric) (6)
  - IHH Case Manager for Treatment bases clients (1)

# Question Domains

- Your Role
- Transition of Care
- Support with Employment
- Opportunities
- Success Stories
- Challenges
- Useful Supports
- Looking To Hire Peer\Family Support Specialists  
**(Directors only)**
- Other Comments

# Question Domains Cont

Peer and Family Support questions only:

- What do you do
- Feel Like a Full Team Member
- Build Supportive Connections

## Polling Question #2

Do you collaborate with another Peer\Family Support provider or program inside or outside your agency?

# Results Domains

- Understanding the role of Peer\Family Support
- Role of Employment
- Access to Training Opportunities
- Peer\Family Support Learning Community

# Results

## Understanding the role of Peer\Family Support

- Interpretation of the State Plan Amendment
- Co-workers knowledge
- Community Partners knowledge

“Support for supervision of Adult or Family Peer Support Specialists.”

“Share stories of recovery for IHH staff”

# Results (cont.)

## Role of Employment

- Peer\Family Support as an employment opportunity
- Peer\Family Support within IHHs

“Peers are also key in assisting with problem solving in regards to barrier reductions. Many times the patients have an overwhelming number of barriers such as childcare, appropriate supplies, transportation, etc. and the peers assist in patients gaining self-sufficiency through a process of brainstorming and barrier reduction.”

“Encouragement to the Client to in regards to realistic employment. Assist and educate clients regarding SSI & SSDI and how much can be made before benefits are effected and have a discussion whether or not they still need that benefit”



## Polling Question #3

Do you feel that employment is emphasized enough within and outside of your agency?

# Results (cont.)

## Access to Training Opportunities

- Peer\Family Support Training (University of Iowa)
- Wellness Recovery Action Plan (WRAP)
- Other Topics

“Information about future training opportunities.”

“More training about using a pocket wellness recovery action plan”

“I would like more knowledge about domestic violence; substance abuse; more training on sex trafficking; sexual abuse.”

## Results (cont.)

### Peer\Family Support Learning Community

- Share ideas and challenges
- Build connection

“Support from other Adult or Family Peer Support Specialists working within different IHH sites. Adult or Family Peer Support Round Table meetings.”

“Support for the Peers from other Peers”

## Polling Question #4

Would you be interested in this type of Learning Community for Peer?

Pause

Any thoughts?

Type questions or comments in the chat

# Follow Up Ideas

## 1) Educating IHH staff and community partners on Peer Support

- IHH site visits
- Providing Peer Support education within existing learning opportunities (.e.g. learning collaborative, webinars)
- Partnering with the state Peer Support training vendor which is now the University of Iowa

## 2) Creating a learning community for Family\Peer Support Specialists

- Could monthly IHH P\FSS calls and/or Peer Support Roundtable be revived?

## 3) Providing other educational opportunities

- Providing Wellness Recovery Action Plan (WRAP) Training
- Share information on resources, trainings and conferences (e.g. Peer Warm Lines)
- Notices of national webinars
- Supervisor training

## Follow Up Ideas (cont.)

4) Identify initiatives specific to employment

5) Share success stories

6) Review Peer/Family Support Scope of Practice identified within the SPA for the IHH Team

- Outreach in the community
- Member engagement

Pause

Any thoughts?

Type questions or comments in the chat



# Contact Information

- Questions
- Ideas
- Technical Assistance

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